TRUSTED AGENT PROCESS

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NAVSEA
NAVAL SEA SYSTEMS COMMAND

Trusted Agent Concept

- Objectives
  - Improve timeliness of work file submission to CDM
  - Reduce Alteration status processing time by CDM
  - Improve data accuracy/integrity
    - Ensure package is complete
- ISEA QA Management Plan Developed
  - Provides functional guidelines
  - Defines measurable and meaningful metrics
  - Detailed business process and procedures

Trusted Agent Concept (cont.)

- Key Responsibilities of "Trusted Agent"
  - Act as ISEA focal point to CDM
  - Coordinate/Interface with Install Activities
  - Perform final QA prior to submission of file to CDM
  - Report status and progress directly to Senior Management
- Partnership between NSWC PHD (ISEA) and Northrop-Grumman (CDM) for Prototype
  - Began 1 May 2003
  - Initial prototype to run three months
  - Focus on all CG-49 Class Alterations developed by NSWC PHD
  - Evaluate value for exports to other ISEAs

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Metrics

- Planned Alts (Availability or WOO)
  - Number Installed/Cancelled/Deferred
- Trends
  - Planned vs Installed
  - Cancelled or Deferred
    - Capturing late cancellations
- Unsupported Installs

Summary

SEA 04L5 CONFIGURATION MANAGEMENT and READINESS DIVISION

Develop detailed processes and procedures to support the Quality Assurance Plan.